

AMENDMENTS TO THE CLAIMS

Please amend the Claims as follows:

1. **(Currently Amended)** ~~A~~An article of manufacture having computer storage medium storing computer readable program code executable by a computer to implement a method of synchronizing at least one of: business practices and culture of one or more participating entities, said computer storage medium comprising:
 - a. computer readable program code eliciting at least one of: intent and goals from each of said participating entity or entities in said synchronization;
 - b. computer readable program code developing detailed alternatives statements in support of said elicited intent and goals;
 - c. computer readable program code selecting from said alternatives statements, pairs of alternatives statements that are in tension with each other, said pairs of alternatives statements reflecting right-versus-right spectrums, said right-versus-right spectrums are evaluated for reasonableness by verifying that, for each of said right-versus-right spectrums, one or more members of said participating entity or entities agrees that said right-versus-right spectrum is important, said alternatives statement pairs are drafted as plausible, contrasting ends of said right-versus-right spectrum; said contrasting ends not required to be equally plausible;
 - d. computer readable program code reconciling said pairs of alternatives statements;
 - e. computer readable program code establishing a charter of practices by integrating a set of said reconciled pairs of alternatives statements;

- f. computer readable program code synchronizing at least one of said business practices and culture of said participating entity or entities in view of said practices charter

wherein said practices charter reflects strategic, operational and tactical alternatives of how said entity or entities are to be operated and how work is to be performed within said entity or entities, and a conveyance of said reconciled pairs of alternatives statements to realistic work conditions is made such that it is clear to people performing the work, how work is to be conducted, and

said reconciled pairs of alternatives statements are applied to realistic work conditions to produce a series of outcome narratives each of which comprises:

- (1) either of: a situation or dilemma statement;
- (2) a desired outcome in which answers are given to a list of questions about actions to be taken, roles of decision makers, and behaviors associated with those who need to take action;
- (3) a list of in-scope roles, an in-scope role being performed by one or more individuals involved in an action according to said desired outcome;
- (4) role behaviors and actions associated with in-scope roles, wherein role behaviors and actions specify the desired way the desired outcome is to be accomplished; and
- (5) other applicable considerations that specify additional information that could be important in translating the details of

the outcome narrative to other issues that have similar characteristics.

Claims 2-15 (**Previously Canceled**).

16. (**Currently Amended**) ~~A method of synchronizing at least one of: business practices and culture of one or more participating entities, as per~~ The article of manufacture of claim 1, wherein creation of said situations and dilemmas statements comprises:

- a. computer readable program code listing issues that might arise within the regular work of said entity or entities, an issue being a work requirement, occurrence, or choice that requires action by one or more people and that could be disputed by those required to take action or responsible for an outcome, and for which one or more reconciled statements will apply;
- b. computer readable program code classifying issues as situations and dilemmas, a situation being an issue with a relatively small number of roles or a generally agreed upon preferable outcome and a dilemma being an issue with a relatively large number of roles or general disagreement on preferable outcome; and
- c. computer readable program code writing a statement to represent each classified situation and dilemma, each statement being a brief, realistic, fictional narrative instantiation with adequate detail for decision, adequacy being determined by comparison to a given set of standard examples.

Claims 17 -40 (**Previously Canceled**).